

Complexity

OUR BEST FOR YOU IN BRUNSWICK



GETTING MOTIVATED...LEARNING FROM THE LEADERS!

On July 12th approximately forty County employees attended a Get Motivated Seminar at the Myrtle Beach Convention Center. The program included Zig Ziglar and seven other individuals that have achieved a high level of success in their professional and personal lives. These individuals shared their secrets to being successful through motivation, communication, leadership, goal achievement, time management and organization, customer service and business skills.

I would like to share with you a brief summary of some of the ideas that I came away from the seminar with as food for thought.

First, Mr. Ziglar emphasized that we must continue to learn and educate ourselves and lead a balanced life (County's Training Program). To be successful at what you do and raise the bar on your performance, you should practice short-term goal setting and establish a game plan and approach it with positive thinking and optimism. We should all display an attitude of gratitude as the more you express gratitude about what you have the more you will have. When you are asked by another person how you are doing, instead of saying OK, fine or good, try saying I'm doing better than good and see the reaction you get from the person inquiring. You will be happier and healthier (County's Wellness Program) if you have a balanced goals program. Make sure the goals you set are yours and you are not trying to live the goals of someone else.

To be successful, people need to be willing to take risks. Now, I am not talking about safety or liability type risks, but a willingness to try new things or try finding a better, more creative or efficient way to accomplish things. Most people are not willing to take risks because they are afraid of what people will think about them. To be really successful you must have a high self esteem; don't put yourself down by making negative remarks about yourself. Consider yourself successful if you have something to do, have someone to love and something to hope for.

Time management is very important to being successful in your business and personal life. To manage time effectively you must plan your work and then work your plan. Plan your day with a list of everything you want to accomplish. Multiply your expectations by putting more on the list than you can do and always include V.I.P. time for yourself to do something that you enjoy. Make your time count!

The most important thing about taking your career to the next level is your leadership capacity. You can increase your leadership capacity by looking for strategic alignments; in other words, the people you align yourself with. You should only align yourself with people who believe in you, people who challenge you and people who share your values. Live a core values based life and by elevating your thinking, you will elevate your life. Deal with negative thoughts and emotions. Don't blame others for your faults or shortcomings. Step up, accept accountability and move on.

The ultimate secret to success is your ability to handle failure. You must change your attitude toward failure and view it as an opportunity to change, laugh, practice and perfect your performance and become creative. Remember, you haven't failed until you quit, so if you haven't quit you haven't failed.

Most of these pointers are common sense and you have probably heard them before, maybe stated in a different way. The bottom line is being successful in your chosen arena requires much work and a commitment to self-improvement. No one is too good at what they do. I encourage you to consider some of the ideas outlined above to help you accomplish your goals, both personal and professional. Participation in the County's training programs and Wellness Program will assist you in developing a balanced goals program.

Article contributed by Marty Lawing, County Manager

TOTAL QUALITY MANAGEMENT—TQM AT BC

According to author John Starks "Total Quality Management is a description of the culture, attitude and organization of a company that aims to provide, and continue to provide, its customers with products and services that satisfy their needs." The first component of our TQM is Continuous Improvement. The ingredients in this process are:

- To provide continuous pertinent training to improve skills/competency of employees— i.e. attending our County Wide Training Programs is a great way to improve your skills!
- Educate and inform customers about our services. This should happen daily. Let the public know what you can do for them.
- Use tools to measure improvement-tracking devices— each of you should have goals that have been developed with your Department Manager. Your annual review is coming up in November where your supervisor will use these tools to help in judging your performance!
- Continuous improvement in our hiring process- We are presently training managers and supervisors how to Hire and Retain Outstanding Team Members. They are learning about using Behavioral Interviewing Techniques to select the person that best "fits" the job requirements.
- Positive Attitude— We chose our attitude daily. Chose to be positive and the personal health benefits to you are immeasurable!
- Customer Feedback— Ask your customers to evaluate the service they received and learn from their answer!
- Open to employee suggestions— Your supervisor wants to hear from you! It's your creative ideas and suggestions that make the job not just a job but a career for you!

Benefits Update PRE-RETIREMENT MEETING

A representative from the North Carolina Department of the Treasurer, Retirement System Division will hold pre-retirement meetings for Brunswick County Employees planning for retirement within the next 10 years. Employees may attend one of the two group meetings that will be held in the Commissioner's Chambers on Monday, August 28th from 10am– noon or 1:30pm - 3:30 pm. Topics include Eligibility for Retirement, Calculation of Benefits, Selecting a Payment Option, and Designation of Beneficiaries. The meeting discussions will pertain to Local Government Employees ONLY. This event is offered as a component of "Camp Wellness" which will be held August 28th– September 1. Please contact your Wellness Ambassador in your department to register for this program.

CAREMARK AND YOUR DIABETIC SUPPLIES

To enroll in the Diabetic Supplies program offered by Caremark, you may call 1-800-588-4456 and request the Caremark Accucheck Program. You will be sent two mailings from Caremark. One will contain a coupon and a brochure. The other will contain a mail order service form. You will need to make a selection of the type of Glucose meter you would like to receive. Caremark has four different glucose meters for you to select from. Once you've made a selection, attach your prescription and the coupon to the completed mail order service form and send in to Caremark.

TOBACCO CESSATION HELP IS HERE!

When our employees completed the Wellness Survey in January 2006, 91 employees said they would "very likely" quit smoking if we offered programs at the workplace. We would like to identify those 91 employees and find out what program would be best for them. Please contact HR if you are ready to quit and need help.

DIVERSITY IN THE WORKPLACE

An effective workplace is one which creates a respectful and inclusive environment where each employee can make a significant contribution. In the U.S. corporate environment, diversity most often concerns ethnicity, age, culture, gender, race, physical disability, sexual orientation, and religion. In other countries it is more often about language and nationality. Managing diversity means acknowledging differences and recognizing them as valuable. However, in recognizing differences, be sure to honor and appreciate similarities. Individuals are more alike than different. **All** employees want to be listened to, appreciated, respected, and valued.

Moving away from what may be your standard view ("our way is best") to a diversity-sensitive view ("let's consider a variety of ways and choose the most effective") will help manage the work environment more competently. Facilitating diversity focuses on maximizing the contributions of all employees. Adapted from Carebridge Corporation Website.

FOR OUR TROOPS !

The Brunswick chapter of NCSSA is collecting essential items to include in care packages for our armed service men and women. You may place donations in the designated boxes in several departments throughout the Complex. The following items have been requested and they will be shipped to Iraq:

Little travel bottles of deodorant, shampoo, conditioner
Beef jerky— popular request
Sunflower seeds
Tube socks (black, brown, white)
Bandana to wet and put on head
Powder, chapstick, diaper wipes, lotion, soap, Q tips, playing cards
Contact persons=Lamar Harris— x. 2157 and Sharon Billingsley—x. 2153

NEWS FROM THE SOLID WASTE PROGRAM

In the next few weeks, please expect to see a new addition in each building. The Solid Waste and Recycling Department will be installing ink jet cartridge recycling containers. These containers will be located in the vicinity of your current blue roll-out recycling container. These bins are for ink jet cartridges only. Please recycle your laser cartridges by shipping them back to the manufacturer with the provided label and box.

On Saturday, September 16, from 9am to 2pm, the Brunswick County Solid Waste Department will be hosting its Fall Household Hazardous Waste Collection at the Wal-Mart in Southport. All Household Hazardous Waste will be collected at no charge to residents. Electronics will also be collected for recycling and clothing will be collected and donated to the Hope Chest.

Jennifer Whitley, Solid Waste Program Assistant

WANT TO GET A GREAT DEAL?

Brunswick County has selected GovDeals (www.govdeals.com), a state-of-the-art online auction service for local, state and federal government agencies to conduct online sales of our surplus equipment and assets. Brunswick County joins over 800 governments across the country who have adopted the GovDeals patented online auction solution.

This service will help our County generate the most revenue out of our surplus equipment by offering them to a wider base of buyers through the internet. This will also reduce the costs of storage for items and the depreciation for vehicles and equipment.

A recent study showed that equipment and assets sold through GovDeals brought 47% more revenue than prior live public auctions.

Items for sale will be posted continuously on the web and can be accessed through the County website at www.brunswickcountync.gov or directly through www.govdeals.com. Bidders can register free of charge!

WELCOME TO OUR NEW TEAM MEMBERS !

Emergency Services

- Roy Broyes -EMT
- Dana Dudley - EMT
- Andrew Hamer-EMT
- Michelle Nickel - EMT
- Derek Bailey-Paramedic
- Nick Jarman-Paramedic
- Trevor Setzer- Paramedic
- Tabitha Lewis-Telecommunicator
- Lana Rising-Telecommunicator

Sheriff's Department

- Debra Jean Mille-Jailer
- Richard Brown-Jailer
- Megan Birch-Admin. Tech.

Tax Office

- Paul Collis-Miller-Real Estate Appraiser
- Kevin Gillooly-Real Estate Appraiser
- Cynthia Shumate-Tax Specialist

Operation Services

- Frankie Hewett-Equipment Operator
- Tommie Babson-Grounds Assistant
- James Spencer- Mosquito Sprayer
- Meghann Doughty-Mosquito Sprayer

Utilities

- Larry White-Maintenance Mechanic
- George Worley-Wastewater Treatment Operator

Cafeteria

- Shelletta Cooper-Food Svs. Asst.

Social Services

- Donna Tuck-Investigator

Planning

- Marc Andre Pages-Planner

FOR SAFETY SAKE

The following departments have not had a lost time injury in the past 12 months, due to their super safe employees!

Northwest Water Treatment Plant
Tax
Operations
Parks & Recreation
211 Water Treatment Plant
Register of Deeds
MIS
Veteran's Services
Bell Swamp
Engineering
Library
Planning



We closed out the last 12 months with less worker's comp. injuries than last year! For the last 12 months, Brunswick County employees experienced 44 worker's comp injuries and the previous 12 months there were 53. Congratulations to all of you who inspected, trained and added the value of safety to their work habits.

FIT FOR LIFE !

August 2006

*Brunswick County Government— Our Best Health For You
In Brunswick... from the Wellness Committee!*

CAMP WELLNESS...COMING AUGUST 28TH- SEPTEMBER 1

5 DAYS OF STRESS REDUCTION... TAKE A BREAK!

Camp Wellness is a 5 day stress reduction program modeled around a day camp. Staff members pretend they are attending a camp and participate in camp-like activities such as workshops, physical activities, and crafts.

The whole week has been planned to provide more than enough fun-filled events for body and soul. Each day will be a challenge to decide what you want to participate in. Here are just a few of the highlights:

- * Monday— create your own Wellness Medallion to be worn around your neck as a trophy, attend the Benefits Fair and join the 10 mile club.
- * Tuesday— learn about recycling, “play with your food” craft, learn to line dance, and get fishing advice from Captain Jimmy.
- * Wednesday— make a craft, learn to relax, try to hula hoop, or see who can spit the watermelon seed the farthest.
- * Thursday— learn about mosquito control, identify your favorite snake, safety tips.
- * Friday- finish the week with a bang – healthy lunch (you’ve earned it), talent show, and the big finale is the dunk tank– 3 balls for \$1 to dunk your favorite official!
- * The program is open to all county employees but pre-registration is required. Watch for more details.



Pictured are Danny Thornton
& Larry Ellis, First Place
from Environmental Svcs.

EMPLOYEE GOLF LEAGUE OFF TO A DRIVING START!

As the old saying goes, each spring a young man's thoughts turn to baseball. And now to bring this up to date a young lady's thoughts turn to softball. However, when young men and young ladies grow up, their thoughts turn to playing golf. In May this year, Eric Jelinski, Adult Athletic Coordinator for the County organized the first ever after work, County sponsored 9 hole golf league. Play is at Briarwood Golf Course in Shallotte with tee off at 5:30pm on Thursdays. For the first season, we had 12 teams of two each participate.

The winners of the league for the first season were Danny Thornton and Larry Ellis of Environmental Health. Second place was the team of Sharon Bowman, Tax Re-Evaluation and Ronald Moore from Utilities. In third place was Ron Riggs, Human Resources and Fred Morris, Building Inspections.

The top individual scores were:

1. Ronald Moore - 38
2. Larry Ellis - 42
3. Ron Riggs - 43
4. Freddie Greiner - 44
5. Marty Lawing - 45

The second season has begun and will run for 11 weeks until September 7th. We anticipate another season after the current due to the fun and camaraderie that the game of golf brings. Also, the scoring is based on handicap so even if you are a beginner, your team still has a chance to do well and you can relieve some stress by getting out in the fresh air and having fun! Contact Eric at ext. 2676 if you would like to be a substitute this season or want to play in the next season to begin in the fall.

The current teams are:

1. Sharon Bowman and Kathleen Wagner
2. Adam Clemmons and Angela Clemmons
3. Jeff Isenhour and Debbie Isenhour
4. Jim Hartsell and Scott Keur
5. Jerry Pierce and Steve Randone
6. Larry Ellis and Danny Thornton
7. Ron Riggs and Fred Morris
8. Bill Hewett and Mickey Thompson
9. Freddie Greiner and Tommy Lewis
10. Leo Macon and Matt Smith
11. David Rourk and Eric Hill
12. Thad Hill and Mike Grimes

Thanks Eric for your great job in organizing these Duffers!

THE KEYS TO WELLNESS SUCCESS

S is for Start today!

If you don't like the weight that the scale showed this week, change it or if you had a gain don't be discouraged. Think positive, you can do it!

U is for Use your head!

Think before indulging in that craving for something fattening or high calorie. A nutritious low-fat option is a better choice and often more filling than that piece of candy or some other high-fat option

C is for Cut back on portion sizes!

Use a smaller plate and avoid second helpings. Weigh or measure your food so you won't be guessing at what a 3 oz. portion is.

C is for Calories count!

You don't necessarily have to count calories or fat grams, but they do add up. Keep a food journal. It will make you aware of just how much you eat and what kind of food choices you're making.

E is for Exercise!

Even if you can only walk for at least 10 minutes each time, do it! Then wait and 10 minutes and walk a little later. Before long you'll be able to increase the activity level and you'll see progress in weight loss, too. Find a way to be active!

S is for Sip your water!

It's important to stay well– hydrated. Aim for 6 to 8 glasses of water a day. A big glass of water before a meal or when tempted to indulge in a craving can often help you feel fuller and get through those times where you are tempted to overeat.

S is for Support!

Buddy up with someone from the Wellness Committee or a friend at work. Tempted to overeat, call your buddy! We are all in this together, and we all know what it's like to fight the battle of the bulge!

Adapted from an article by Nancy Pruin, TOPS#1A 232

SAVE THE DATE- FREE HEALTH EXAMS!

On Saturday, September 16th from 9am-4pm
And Sunday, September 17th from 9am to 2pm
At the Brunswick County Health Department.
All County employees are invited to attend.
Watch for more details.



Our furry friends, the Barn Swallows, keep an eye for our walkers!

CREATIVE WAYS TO "SQUEEZE" A LITTLE LEMON OR LIME IN YOUR DIET!

- Drizzle fruit salads with lime juice
- Perk up green salads (fresh spinach leaves, leaf lettuce, kale) with a squeeze of lemon juice or a squirt of olive oil.
- Make a dressing with olive oil, lime, chopped garlic and mint
- Add slices of lemon or lime (and a sprig of fresh mint!) to water or smoothies.
- Layer baked fish with lemon or lime slices.
- Lime juice + cane juice + sparkling water = limeade



Bill Noland...The Weekend Wellness Warrior

Bill Noland- Fiscal Specialist is a weekend football warrior in the true sense. Bill, who works in Finance hails from Dayton, OH but moved to the area 2 1/2 years ago after being stationed in Jacksonville, NC where he was in the Marines. His wife of 5 years, Katie, works in the Cafeteria. Bill always loved playing football, but did not play his senior year in high school and always regretted it. When he moved to the area (he is a graduate of the University of Indiana), he worked for a semi-pro football team in Wilmington. He was getting the "itch" to play again. (Oh, what former high school or college athlete would love to have one more chance to play again!). Bill got his chance after some of the players prodded him into going out for the team this year and he made it! Bill, as an ex-marine was "semper fidelis" (always faithful) and went with his heart. He now is playing semi-pro football with the Wilmington Tigers as a defensive back and special teams player. His team is part of the Mason Dixon Football League. To learn more about the team and the upcoming schedule, go to www.wilmingtontigers.com. If you know of other team members who have an "unusual" fitness program, please contact the HR Department!

10 WAYS TO MANAGE STRESS DURING THE WORKDAY

1. Take a few minutes in the morning to be quiet and meditate- sit or lie down and be with yourself. Gaze out the window, listen to the sounds of nature or take a slow, quiet walk.
2. While your car is warming up, take a minute to quietly pay attention to your breathing.
3. While driving, become aware of body tension, e.g. hands wrapped tightly around the steering wheel, shoulders raised, stomach tight etc. Consciously work at releasing, dissolving that tension. Does being tense help you to drive better? What does it feel like to relax and drive?
4. Decide not to play the radio; be with yourself instead.
5. Stay in the right lane and go 55 miles an hour (and save gas).
6. Pay attention to your breathing or to the sky, trees, etc. when stopped at a red light or waiting in line.
7. After parking your car at your workplace, take a moment to orient yourself to your workday.
8. Take some time at lunch or break to share with close associates. Choose topics not necessarily work related.
9. When you pull into the driveway or park on the street, take a minute to come back to the present. Orient yourself to being with your family or household members.
10. Change out of work clothes when you get home; it helps you to make a smoother transition into your "next" role. You can probably spare 5 minutes to do this. Say hello to each of the family members at home. If possible, make the time to take 5 minutes to be quiet and still.

Adapted from the Minnesota State Employee Assistance Program

ARE YOU READY TO QUIT SMOKING? WE CAN HELP!

Sheila Rivenbark, Accounting Tech IV, Operations Svs has kicked the habit. Sheila is a long time smoker who decided to quit smoking. Upon the recommendation of a fellow employee, she went to the Welplex Stop Smoking Clinic in Myrtle Beach. This treatment uses a series of medications that go into effect immediately and block the urges and cravings to smoke. Sheila says that she is so grateful that she decided to quit smoking and found this program great for her since she had a long term habit that she doubted she would ever break. If you would like more information about this program call 866-315-7848 or visit their website at www.welplex.com. This treatment will qualify under the Flexible Spending Account as a reimbursable expense. Sheila also will give you the details! Give her a call at x 2522.



We now have 2 programs supported by CIGNA Healthcare in place. We are working on others!

We know it is not easy to quit smoking. It can sometimes take 7-8 times before someone kicks the habit.

QUITNET- This is an on-line smoking cessation program.

QuitNet uses methods proven to help people quit smoking and combines them into one easy to use on-line program. Once you enroll, you'll receive an online program membership, giving you 24/7 access to social support, personalized content, professional counseling, medication support and more. Go to www.quitnet.com to enroll. Over 1 million people have turned to Quitnet for support.

Tobacco Solutions: Nicotine replacement patch program:

This 8 week nicotine replacement therapy program uses the Novartis Habitrol Nicotine Transdermal System (nicotine replacement patch). When you enroll, you'll receive:

- ◆ 8 weeks of step-down therapy using the Habitrol Take Control Support Program Total Therapy Stop Smoking Aid Kit.
- ◆ 56 nicotine patches to cover 8 weeks of step-down therapy for people who smoke at least 10 cigarettes a day.
- ◆ Stages of Change booklet with an eight week calendar of activities to guide you through the program.
- ◆ Stages of Change compact disc.
- ◆ To order, call Partners in Corporate Health/Tobacco Solutions at **866.889.4138** or online at www.tobaccosolutionsonline.com